# Volunteer Policy

## Volunteering with: Mid Down & Lisburn District Community First Responders

## About us

We are a group of citizen volunteers trained in the use of automatic external defibrillators (AED) prepared to give support to other citizens suffering heart attack or other cardiovascular symptoms pending the arrival of the emergency ambulance. All incidents will be attended after a request by Northern Ireland Ambulance Service (NIAS)

## Purpose of our volunteer policy

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at **Mid Down & Lisburn District Community First Responders.** It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

## Our vision and mission for volunteering

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Mid Down & Lisburn District Community First Responders you will be making a positive life changing contribution to community & health development in our area. Volunteers are vital to our work.

## Attracting volunteers and volunteer agreement

We have a range of opportunities for volunteers to get involved in. We post regular updates on our face book page and local newspapers and community bulletins. We also attend community gatherings and structured government meetings to give talks on the voluntary service provided. All volunteers will be trained, and this will give them an opportunity to become more attractive to potential employers because of the skills given.

Once we receive a copy of your completed registration form, a member of our team will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and our needs. Your help will be greatly appreciated and really will make a difference.

## Advanced Access Ni Checks

Some volunteer roles will require an Advanced Access Ni check to inform **Mid Down & Lisburn District Community First Responders** of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or vulnerable adults will be subject to an Advanced Access Ni check. This will be conducted through Avonmore Training Solutions Ltd (the governing body) in conjunction with the Church of God Shankill Belfast.

## Induction and training

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be an induction prepared and delivered by one of our staff. This will include:

 Some information about **Mid Down & Lisburn District Community First Responders**, our vision, mission, and our future plans.

 the role of the volunteer.

 introduction to some volunteers.

 tour around our facilities and see some of our initiatives.

 copy of all the relevant policies including this volunteer policy and our Health and Safety, Expenses, Equality and Diversity and Conflict Management.

 essential procedures such as timekeeping, Rota.

 information about training and ongoing learning opportunities, which will be carried out and delivered by Avonmore Training Solutions Ltd and all training will be updated and refreshed on a monthly basis

There will be a trial period of four weeks to give **Mid Down & Lisburn District Community First Responders** and you time to discover if you are suited to each other. A review will be made midway through the trial period and at the end. This is not an assessment; it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

## Support

Our **Volunteer Manager/Co-Ordinator** will offer support to you. They will remain your key contact throughout your volunteering with us. This will include regular meetings with you to discuss how you are getting on, discuss any training needs and deal with issues arising. This will also ensure that **Mid Down & Lisburn District Community First Responders** are doing all we can to make your volunteering experience an enjoyable and meaningful one.

## Recognition and reward

We could not do the work we do without our volunteers. To acknowledge this, we will always say thank you and show appreciation for a job well done. There will always be a listening ear or shoulder to lean on.

We will hold social events each year to celebrate our achievements; this might be a certificate presentation for volunteers or a celebration at Christmas. During these events you will get an opportunity to meet other volunteers and supporters of our work and share in our plans for the future. We will take opportunities on our Facebook page, annual general meetings, and local and community press to praise the achievements of our volunteers.
Each year we will hold a volunteer's week where volunteers will get the opportunity to come along to presentations.

## Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if required, will be reimbursed including some expense for travel .In order to claim expenses, an Expenses Form must be completed, a valid receipt provided and this should be handed in at the finance office/to the volunteer Co-Ordinator.

## Insurance, health and safety, accidents and risk assessment

**Mid Down & Lisburn District Community First Responders** has valid insurance thought the Department of Health so that volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on field sites.

## Resolving problems

We hope that you will have a very enjoyable experience volunteering with us. However, if your role as a volunteer does not meet with your expectations or with the commitments, we have made to you, we want you to feel comfortable about letting us know. First, talk to the person who leads the team where you volunteer, and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to the Volunteer Co-Ordinator.

## Confidentiality

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

## Equality, Diversity, and Inclusion

**Mid Down & Lisburn District Community First Responders** is committed to embracing diversity and promoting equality and inclusion. When representing **Mid Down & Lisburn District Community First Responders** as a volunteer we expect you to support our commitment to promoting equality.

## Volunteering whilst on benefit

You can still volunteer with us if you are receiving benefits provided that we follow the legal guidelines. We have information from the Jobs and Benefits Department which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.